Patent/Docket No. 22171.304

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| In re application of: | § | |
| Kenneth McKenna et al. | § | Customer No. 000027683 |
| | § | |
| Serial No.: 10/032,027 | § | Group Art Unit: 2661 |
| | § | |
| Filed: December 20, 2001 | § | Examiner: Unknown |
| | § | |
| For: SYSTEM AND METHOD FOR PRESENTING | § | |
| QUEUE LENGTHS OF VARIOUS MEDIA | § | |
| USED BY SERVICE CENTERS | § | |

**PRELIMINARY AMENDMENT**

Commissioner of Patents and Trademarks
Washington, D.C. 20321

Dear Sir:

Prior to the initial examination of the above-identified application, please amend the application as follows:

IN THE DRAWINGS:

On Figure 1, please add element 103 and delete the communication links as indicated on the accompanying Sketch.

REMARKS

Element 103 is now drawn according to the specification which states "the plurality of communications terminals 102 may communicate with the server request media server 104 through network 103, which may be a public switch telephone network ("PSTN") or a global data network, such as the Internet". (page 5, paragraph 8).

This preliminary amendment is submitted in the above-identified application prior to examination to correct certain minor errors in the drawings. No new matter has been added as the specification fully supports the additional element. A Request to Approve Drawing Changes is filed herewith.